

1 Jan 2614



PATENT  
Customer No. 25,537  
Attorney Docket No. 00-5019

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:	)	
	)	
Douglas J. COWELL et al.	)	Group Art Unit: 2614
	)	
Application No.: 09/692,926	)	Examiner: Karen L. Le
	)	
Filed: October 20, 2000	)	Confirmation No.: 8386
	)	
For: METHOD AND SYSTEM FOR	)	
CALL CENTER SCREENING	)	

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Sir:

**REPLY TO OFFICE ACTION**

In reply to the Office Action mailed June 24, 2008, please amend the  
above-identified application as follows:

**Amendments to the Claims** are reflected in the listing of claims in this paper,  
beginning on page 2.

**Remarks** follow the amendment section of this paper, beginning on page 16.